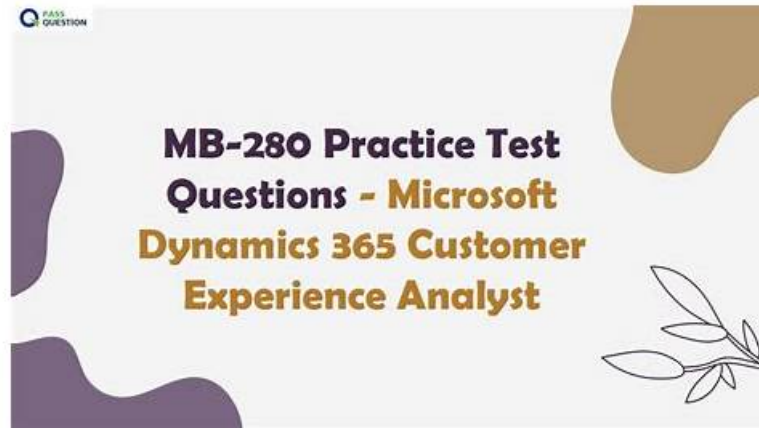


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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 2	<ul style="list-style-type: none">• Configure and Customize Dataverse and Model-Driven Apps: This section covers the ability of Dynamics 365 Sales Professionals in the configuration and customization of Dataverse and model-driven apps to meet business needs.
Topic 3	<ul style="list-style-type: none">• Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.
Topic 4	<ul style="list-style-type: none">• Implement the Dynamics 365 App for Outlook: This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q132-Q137):

NEW QUESTION # 132

A company uses Dynamics 365 Sales to manage product lines.

You need to set up the product catalog, including the ability for sellers to apply quantity discounts.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

Explanation:

Reference:

Add Products:

After units are created, add products to the catalog. Each product will have an associated unit and a description that defines it within the catalog.

Ensure products are added with complete details to enable proper pricing and discounting later.

Create Price Lists:

Next, create price lists that define the pricing for products. Price lists can be specific to regions, customer types, or other criteria and are essential for associating products with prices.

A price list is necessary for assigning product prices, enabling you to link prices with discount lists in the subsequent steps.

Add Price List Items:

Add price list items to assign specific products to price lists and set their prices. This links each product with its pricing based on the price list created earlier.

It allows flexibility to have different pricing structures for the same product across multiple price lists if needed.

Create Discount Lists:

Finally, create discount lists to apply quantity discounts on products. Discount lists define percentage or flat rate discounts based on purchase quantities, which can then be applied when products are added to sales orders or quotes.

This step ensures that sellers can apply quantity-based discounts, meeting the requirement for the product catalog setup.

By following these steps in the specified order, you can set up a product catalog that includes units, products, price lists, price list items, and discount lists, allowing sellers to manage product pricing and apply quantity discounts effectively.

NEW QUESTION # 133

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen. You recently implemented Dynamics 365 Sales within your organization's sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Action: From the email settings in the Advanced settings, you migrate email router data from server-side synchronization to Dynamics 365 app for Outlook.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Correct:

* : From the email settings in the Advanced settings, you migrate email router data from server-side synchronization to Dynamics 365 app for Outlook. [See step 1 below. Use Server-side synchronization]

* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below] Incorrect:

* Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook. [No, set this to

Server-side synchronization. See step 1 below] Note:

Deploy and install Dynamics 365 App for Outlook

Step 1: Set the default synchronization method

To use Dynamics 365 App for Outlook, you need to set server-side synchronization for your email processing.

1. From your app, go to Settings > Advanced Settings.
2. Go Settings > Administration and then select System Settings.
3. Select the Email tab, and set Process Email Using to Server-Side Synchronization.

Step 2: Test email configuration and enable mailboxes

Enable and test your user mailboxes so they can use Dynamics 365 App for Outlook.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/outlook-app/deploy-dynamics-365-app-for-outlook>

NEW QUESTION # 134

A company created a new table named Locations.

The sales team needs your help to make the Locations table visible in the Sales Hub. What should you do?

- **A. Add Location to the App Designer.**
- B. Create a Location Sub Area.
- C. Add Location as an Area.
- D. Create a Location Group.

Answer: A

Explanation:

To make a new table, like Locations, visible within the Sales Hub, you need to add it to the App Designer.

This involves updating the Sales Hub app module to include the Locations table as a new entity that users can access.

By adding the table in the App Designer, you ensure it becomes part of the navigation and is available within the Sales Hub application.

Reference: Microsoft Documentation - Configure Apps Using App Designer in Dynamics 365

NEW QUESTION # 135

One of the data sources being ingested into Dynamics 365 Customer Insights - Data is Microsoft Dataverse.

During the unification process, you need to identify the primary key.

Which three data types can you use as a primary key attribute? Each correct answer presents a complete solution. Choose three.

NOTE: Each correct selection is worth one point.

- **A. Whole Number**
- B. Boolean
- **C. String**
- **D. GUID**
- E. Integer

Answer: A,C,D

Explanation:

In Dynamics 365 Customer Insights - Data, primary key attributes must uniquely identify records and be consistent across the data source.

Whole Number and GUID are commonly used data types for primary keys because they can uniquely identify records and are natively supported for primary keys in databases.

String can also be used as a primary key if it uniquely identifies each record (e.g., an email address).

Integer and Boolean are generally not used as primary keys in Customer Insights because they may not provide unique identifiers suitable for all scenarios.

Reference: Microsoft Documentation - Configure Primary Key in Dynamics 365 Customer Insights

NEW QUESTION # 136

You are creating a forecast. You want to include only opportunities that sell You need to configure this within the system. What should you configure?

- A. advanced features
- **B. additional filters**
- C. separate views
- D. premium forecasting
- E. multiple columns

Answer: B

Explanation:

* Requirement Analysis:

* The goal is to include only specific opportunities-those that "sell" -in the forecast. This requires the ability to selectively include opportunities that meet specific criteria, such as the status, stage, or type of sale.

* Solution - Using Additional Filters:

* In Dynamics 365 Sales, additional filters can be applied within the forecast configuration to refine the opportunities included. Filters allow you to specify criteria such as opportunity status, probability, estimated revenue, or any custom field that signifies the opportunity has "sold."

* By setting up filters, you can ensure that only opportunities matching the desired criteria are included in the forecast, providing a targeted and accurate view of expected sales.

* Steps to Configure Additional Filters in Forecasting:

* Go to Sales > Forecasts, and select or create a new forecast.

* In the forecast settings, navigate to Filters and add conditions that define which opportunities are included. For example, you can filter based on status (e.g., only include opportunities marked as "Won").

* Save and apply the filter settings to ensure only the relevant opportunities appear in the forecast.

Reference: Microsoft Documentation - Configure Filters in Forecasts

Benefits of Using Filters:

Filters provide flexibility to customize the forecast view, allowing for detailed segmentation of opportunities based on specific conditions.

This approach ensures that the forecast reflects only the opportunities that are relevant to your defined criteria, which in this case is opportunities that have "sold." By using additional filters, you can effectively control which opportunities are included in your forecast, aligning it with specific business needs and improving forecast accuracy.

NEW QUESTION # 137

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